<PROJECT NAME> QA ASSESSMENT REPORT

TYPE OF ASSESSMENT: <XXX> Software Media Library

ASSESSMENT DATE: March 28 - 31, 2003

ASSESSMENT TEAM: <Assessment Team Members>

SITE LOCATIONS: Goddard Space Flight Center, Building <XX>

DATE OF REPORT: April 11, 2003

Background

In accordance with the <PROJECT NAME> Quality Assurance Surveillance Plan, dated January 2003, <PROJECT NAME> QA has scheduled process and product assessments to be conducted in preparation for the <MISSION> launch. The purpose of this <XXX> Software Media Library Assessment was to provide assurance that all functions of documentation and media contained in the CM cabinets for the <XXX> CM Office are physically maintained and controlled with accountability of all documentation and media identified in a catalog system or database. <PROJECT NAME> QA conducted this assessment to assure that there is an established inventory of all documentation and media and they are controlled and managed in the identified <XXX> CM library.

Summary of Results

<PROJECT NAME> QA was provided access to the Configuration Management cabinets located in building <XX> on the second floor. <PROJECT NAME> QA randomly chose five cabinets to review. Out of the five cabinets only four were available. The CM office was not able to provide access for the one cabinet that <PROJECT NAME> QA randomly selected because the individual that maintains the key for that particular cabinet was not available. The CM Office provided <PROJECT NAME> QA with printouts from the CM database of the data contained in the cabinets. This printout was filtered into an Excel spreadsheet report, which consisted of the following columns: CM#, Product Description, Manual/Media Description, Cabinet, and Shelf. The spreadsheet also consisted of the date for which the report was printed and a list of the material that was currently checked out. A separate spreadsheet was provided on checkout status, which consisted of the individual's name, the description of the material checked out, contact phone number, location, and CM#.

The following table contains a list of the actual findings and observations that resulted from this assessment. Of the 199 items reviewed, 33 or 17% resulted in findings and observations. The 33 findings and observations were combined into 15 descriptions. A preliminary report and informal debrief was provided to the <XXX> CM office on Thursday, April 3rd, 2003. The <XXX> CM office was given a week to review the report and provide feedback. The right hand column of this report provides the actions taken by the <XXX> CM office and the closure rationale:

Number	CM#	Description	Finding/ Observation	Location	Action Taken
1	N/A N/A N/A N/A N/A	The following were uncataloged (loose sheets) • Contents of <XXX> tape • Read me • List of file names and file owners • <XXX>Installation status • <XXX>System Admin. HW/SW Preparation instructions.	Finding	Cabinet 8 Shelf 1	Sheets re-attached to item C-0312B (Placed in folder)
2	C-0630	<XXX> System Insight SW VDD. Not able to locate in the noted location from spreadsheet	Finding	Cabinet 8 Shelf 1	Located
3	C-0344	<XXX>Subsystem SW – Unable to locate in noted cabinet or shelf.	Finding	Cabinet 8 Shelf 3	Located
4	C-0378	<XXX> Requirements Baseline, rev. P – Large unbound document, which had a broken rubber band	Observation	Cabinet 8 Shelf 3	Bound
5	C-0993 C-0998	The following were found in the cabinets but not noted on the spreadsheet: • <XXX> Products Rel. 172 VDD • <XXX> Products Rel. 173 VDD	Finding	Cabinet 18 Shelf 1	Items re-located in proper place
6	C-1014 C-1012 C-0931	The following were found in the cabinets but not noted on the spreadsheet: • <XXX> Products Rel. 175 VDD • <XXX> Products Rel. 174 VDD • <XXX>documents Rel. 37 VDD	Finding	Cabinet 18 Shelf 2	Items re-located in proper place
7	N/A N/A N/A	The following were uncataloged : • <XXX> documents Rel. 35 VDD • <XXX> documents Rel. 39 VDD • <XXX> documents Rel. 40 VDD	Finding	Cabinet 18 Shelf 3	Cataloged and placed in proper Cabinet/Shelf
8	N/A	The following was uncataloged: • Online User's Guide (note: Contractor #########)	Finding	Cabinet 15 Shelf 1	Cataloged and placed in proper Cabinet/Shelf
9	C-0829	Filed in the wrong shelf (shelf #2 instead of noted shelf #1) • CAD Drawing of <XXX>	Finding	Cabinet 15 Shelf 2	Placed in proper shelf
10	CM-1103 CM-1104	Unlabeled documentation (The following documents matched the description on spreadsheet but were not labeled): • Guide to open <XXX>contained in media package • Content/Index type pages contained in media package	Observation	Cabinet 15 Shelf 3	See below

Number	CM#	Description	Finding/ Observation	Location	Action Taken
11	C-0673	Located in wrong shelf: • \<XXX\> Products Rel. 147 VDD	Finding	Cabinet 16 Shelf 2	Placed in proper shelf
12	C-0732	Incorrect labeling: • \<XXX\> Products Rel. 151 VDD (on spreadsheet it is labeled C-0723)	Finding	Cabinet 16 Shelf 3	Changed to 0732
13	C-0816 C-0727 C-0736 C-0744 C-0742	Incorrect location: • FOT documents rel. 28 VDD • \<XXX\>FOT Prod. Rel. 152 VDD • \<XXX\>FOT Prod. Rel. 153 VDD • \<XXX\>FOT Prod. Rel. 155 VDD • \<XXX\>FOT Prod. Rel. 154 VDD	Finding	Cabinet 16 Shelf 3 and 4	Placed in correct location
14	C-1000 C-0931	The following were found in the cabinets but not noted on the spreadsheet: • \<XXX\>documents Rel. 34 VDD • \<XXX\>documents Rel. 33 VDD	Finding	Cabinet 16 Shelf 5	Placed in proper cabinets
15	N/A	No specific order (e.g., numerical)	Observation	Cabinet 8, 18, 15, 16	See below

Continued Action Taken (Per CM Office response):

Item 10 - Labeling and creating database records is performed for all major components of boxed software (e.g., installation disks, user manuals, etc.). The creation of records for non-essential items would more than quadruple the number of database records and would be impractical.

Item 15 - Items are returned to cabinets as they are checked out and returned. Removing every item from its drawer and replacing it in numerical order is impractical.

Recommendations

The \<XXX\> CM office should conduct audits on the contents of the CM cabinets against their database on a routine monthly or bi-monthly basis and provide copies of the audit results to the \<PROJECT NAME\> QA Office.

The \<XXX\> CM office should also reconsider addressing the noted observation that \<PROJECT NAME\> QA verbally provided at the informal debriefing, which was to remove the uncataloged, non-essential documentation that accompanied software media packages (i.e., user's manual's, disks, etc.).

As a follow-up \<PROJECT NAME\> QA will re-assess the \<XXX\> Software media library area in two-months for assurance of effective corrective action.

Statistics

<XXX> CM Library Assessment